

## **Background and Qualifications of Witnesses**

### **Carleen A. Gray:**

I am employed by Verizon as a Senior Specialist Wholesale Markets. In that capacity, I am responsible for the product management of the unbundled analog and high cap loop offerings. I have more than 28 years experience in the telecommunications industry and have held a variety of positions with increasing levels of responsibility in Customer Services and Marketing departments.

### **Eugene J. Goldrick:**

I am employed by Verizon Services Group as a Statistician within the Verizon Service Costs organization. I received a Bachelor's Degree in Economics from the State University of New York at Stony Brook in 1978, and a Master's Degree in Economics from the State University of New York at Stony Brook in 1981. I completed all coursework for a Ph.D. in Economics from New York University in 1989.

I have been employed by Verizon and its predecessor corporations since 1984. Prior to joining NYNEX, I was employed by National Economic Research Associates ("NERA") as a research analyst. Since joining Verizon, I have worked on a diverse set of statistical modeling, sampling, and econometric projects for various organizations. I have designed and carried out a stratified random sample study to estimate the amount of unauthorized long-distance calling on blocked accounts. I have specified and estimated multinomial logistic models to predict the impact of telephone bill size on account delinquency. I have developed statistical classification models to predict customer response to telemarketing efforts. For benchmarking NYNEX against best practice and average practice telephone companies, I have specified and estimated pooled cross-section/time-series models of telephone companies' expenses and presented the results to the staff of the New York State Public Service Commission. I have developed time series models to forecast residence access lines in New York State in support of the Company's budgeting and planning processes. I have presented expert statistical testimony before the New York State Public Service Commission on the appropriate use of robust regression models to estimate "976" call volumes in the event of billing system malfunction.

I testified before the Department on the statistical reliability of the work times used to develop UNE non-recurring costs in D.T.E. 01-20, Part A.

### **Maryellen Langstine:**

I am employed by Verizon Services Corp. as a Director in the Wholesale Customer Support organization. Currently I direct the operations of the Wholesale Triennial Review Program Office. In addition, my responsibilities are to assist the organization in the identification and resolution of customer issues

and to develop the Verizon response specific to those customer issues.

I have over twenty-four years of telecommunications experience with Verizon and its predecessors, primarily within customer service delivery operations. I have held a variety of positions managing line operations such as central office, installation and maintenance for POTS, Special Services and Special Services test centers. I directed a number of Verizon's Customer Service Centers, dedicated to servicing large corporate accounts with accountability for service order negotiation, billing, provisioning and maintenance. Most recently I had production responsibilities for Provider Notification and was the Director of OSS Change Management.

**Thomas Maguire:**

I am a Senior Vice President in Verizon's Wholesale Markets Group with primary responsibility for CLEC Ordering, Provisioning and Maintenance. Since joining Verizon 22 years ago, I have held managerial positions in installation, maintenance and performance management, including coordination of "hot cuts" and the provisioning of new loops by the Regional CLEC Coordination Center "RCCC" as well as the overall operation of the Regional CLEC Maintenance Center "RCMC". I received a Bachelor of Science degree from Adelphi University, and an M.B.A. from Long Island University.

**James L. McLaughlin:**

I lead a team of dedicated professionals providing an array of staff support to the Network Operations team including executive support, business unit continuity planning, financial and budget management, web development and recognition.

I was promoted to Executive Director in November 2001. I led a team responsible for the central office network restoration of the Verizon facility at 140 West St., NYC. The work encompassed replacement of hundreds of network elements, switches and thousands of customer circuits.

From 1995 through 2001, I held various director responsibilities in network operations. I was responsible for providing and maintaining our world-class network infrastructure for our customers in Manhattan and the 132 LATA. In 1999, in conjunction with other directors and managers, I developed the central office "hot cut" certification process.

I began my career with New York Telephone company in 1990 as a central office supervisor and gained a variety of experience in both line and staff positions in network operations. My assignments included Special Services, Central Office operations and Network Operation Centers.

I hold a Bachelor of Science degree from Fordham University.

**Bruce F. Meacham:**

My position is Group Manager - Service Costs in Verizon's Finance Department where I am responsible for economic analyses and cost studies for the Company's products and services as well as providing regulatory support and witness supervision.

I am a graduate of the University of Massachusetts where I received a Bachelor of Science degree in Industrial Engineering and a Masters degree in Business Administration. In addition, I received a Master of Science degree in Accounting from Suffolk University in May 1999.

In 1972, I was first employed by New England Telephone in the Outside Plant Engineering Department. In 1975, I was assigned to the General Engineering Department where I held several positions performing and supervising jurisdictional separations studies of investments and expenses used for long distance revenue settlements, cost of service studies, and tariff filings.

In 1986, I transferred to the Marketing Department where I was responsible for developing embedded and incremental costs to support regulatory proceedings, new product or service offerings, and special contracts for facilities-based pricing options. From 1989 to 1992, I had responsibility for developing methods and controls for tracking costs of enhanced products and services to meet state and federal requirements for nonregulated business activities. In 1992, I joined the Finance Department and was responsible for analyzing expense and force budgets for the Marketing and Engineering Departments.

In 1993, I was assigned to the Service Costs organization. Since the enactment of the Telecommunications Act of 1996, I have been responsible for developing various cost analyzes for wholesale services and UNEs provided by Verizon under the Act. I have testified before the Rhode Island Public Utilities Commission, the New Jersey Board of Public Utilities, the Public Service Commission of Maryland, the District of Columbia Public Service Commission and the Maine Public Utility Commission in support of Verizon's non-recurring cost model. I have testified before the Department on line sharing and DSL conditioning costs in D.T.E. 98-57, Phase III and on UNE non-recurring costs in D.T.E. 01-20, Part A.

**Michael A. Nawrocki:**

I am a Principal Member of the Technical Staff within Verizon's Technology Organization. In my current position, I am responsible for providing technical support for new products and services developed by the Wholesale Marketing Organization. I have 25 years of experience with AT&T Western Electric, Bell Atlantic and Verizon. During that time, I was employed in various departments, including Network Planning and Network Engineering. In my previous assignments, I have experience in evaluating, approving and planning various

types of transmission, loop access and switching products. I earned my Bachelor of Science degree from Johns Hopkins University and a Master of Science degree in Electrical Engineering from George Washington University.